

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	Page 1 of 4
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 05/21/2008	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY CAO Procurement Management 327 Ford Bldg. Washington, DC 20515		CODE CPM	7. ADMINISTERED BY (If other than Item 6) CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)			(X)	9A. AMENDMENT OF SOLICITATION NO. OPR08000034	
			(X)	9B. DATED (SEE ITEM 11) 05/01/2008	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	
CODE			FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.

IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14.
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

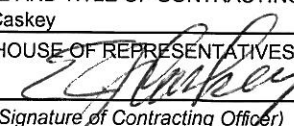
E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Amendment 1:

- a. Section A: To extend deadline for receipt of proposals to 2:00 PM Thursday June 12, 2008.
- b. Section C.9: To provide correct reference to "Part 2" Project Management Approach for required responses to Section C.9.
- c. Section J: To replace RFP Attachment 3 House Network Switch Diagram.
- d. Section J: To add RFP Attachment 7 After Action Review (AAR) Template as referenced in Section C.8.3.4.2.
- e. To provide Questions and Answers discussed at Pre-Proposal Conference, see Amendment 1 Attachment 1.
- f. To provide Pre-Proposal Conference Attendance Roster, see Amendment 1 Attachment 2.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jim Caskey	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. U.S. HOUSE OF REPRESENTATIVES BY  (Signature of Contracting Officer)	16C. DATE SIGNED 05/21/2008
(Signature of person authorized to sign)			

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

The free form item 'Attachments: has been edited.

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SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

J.1 ATTACHMENTS:

Attachment 1: Section B - Price Schedule

Attachment 2: Section C - Statement of Work

Attachment 3: House Network Switch Diagram

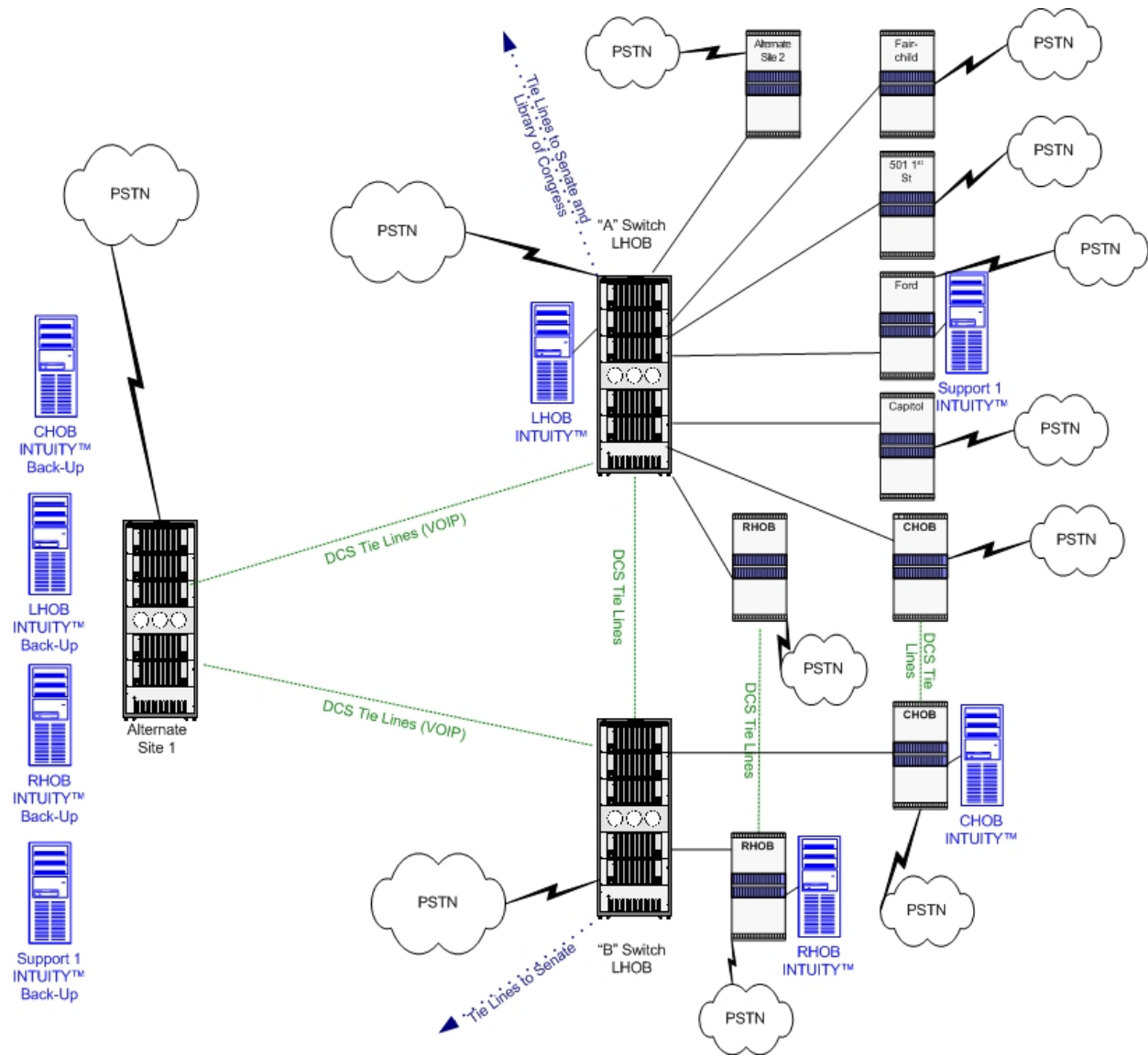
Attachment 4: Informix Cable Records Maintenance Screen

Attachment 5: List of Federal Holidays

Attachment 6: Off-Site Inspection Center Instructions and Directions

Attachment 7: After Action Review Template

NETWORK SWITCH DIAGRAM





After Action Review

Description of Action mm/dd/yy

CAO Technology Infrastructure
Voice Technology Branch

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Customer Impact.....	1
Event Chronology	1
Summary of Root Cause	1
Actions Taken to Mitigate User Impact.....	1
Action Plan to Correct Root Cause Issues	1

CAO Technology Infrastructure Voice Technology Branch After Action Review	Description/Title
	Date Created: mm/dd/yy
	Engineer(s):
	Source of failure(s):

If this event is considered a service outage the Branch Manager must be contacted immediately.

Executive Summary

Write a brief synopsis of what was done to what, and why. **Describe the outcome** – was it deployed successfully, partially, or rolled back. Document if there any items not completed during this maintenance period that needs to be scheduled or needs attention by engineers that morning. If applicable, include any vendor problem ticket number.

Customer Impact

How the customer was affected and the time and duration

Event Chronology

Recorded in 15min - 30min intervals using third person

7:30am MSB received call from Call Center stating etc.....
7:35am MSB received call etc....

Summary of Root Cause

Describe the depth in the causal chain where an intervention could reasonably be implemented to change performance and prevent an undesirable outcome.

Actions Taken to Mitigate User Impact

What actions did you take to mitigate user impact?

Action Plan to Correct Root Cause Issues

Is there an action plan? If so list the steps and timeframe to implement action and who has the responsibility.

U.S. House of Representatives
Voice Telecommunications Equipment, Maintenance, Services
RFP OPR08000034

Questions and Answers
Received prior to and/or Discussed at Pre-Proposal Conference May 21, 2008

Q1: Section A Block 9 and Section L.2: Will the House reconsider allowing Hand-Carried Proposals?

A: No. Note that timely receipt via email of the complete proposal satisfies the deadline so long as the hard copies and CD are shipped via overnight or other expedited carrier the same day.

Q2: Section A, Block 9: Will the House consider an extension of one week from the original due date?

A: Yes. The deadline is extended to 2:00 PM June 12, 2008.

Q3: Attachment 2, Section C.8.3.4.2: The Offeror is instructed to “*refer to Section J*” for the specifications in the AAR template. The AAR template is not included in Section J. Would the House provide the AAR template?

A: Yes. The After Action Review (AAR) template is provided as Attachment 7.

Q4: Attachment 2 Section C.9 and Section L.1: C.9 states, “*The Offeror must provide the following plans and reports as Part 3 of its Proposal as described in Section L.*” However, Part 3 is Experience and Corporate Capabilities. Did the House intend for the response to C.9 to go into Part 2 Project Management Approach instead?

A: Yes. Responses to Section C.9 should be submitted in Part 2 Project Management Approach. (Please pen in the correction to SOW Section C.9 on page 20 of Attachment 2)

Q5: What is the Work Order System?

A: The Telephone Operations Center (TOC) uses TMA Manakon-Elite. This or a similar product meeting the requirements may be provided by the contractor.

Q6: Please amplify the possibility of a “split award.”

A: There are requirements for Services (Schedules B.4.1 through B.4.3) and Equipment Purchases (Schedule B.4.4), and offerors may compete for either or both awards.

Q7: Please explain use of double-flat and single-flat wire.

A: There is some flat wire now installed, but its use is declining with the increasing use of modular furniture.

Q8: Is there a single [preferred] manufacturer for wire?

A: Cabling is outside the scope of this contract and under the cognizance of another branch. Cabling under this contract is done mostly as an on demand convenience for the customer. An example would be if the Technician goes out to install a telephone and there is no jack then he would install it to accommodate the customer.

Q9: The diagram in Attachment 3 is truncated at the right margin and incomplete.

A: The House Network Switch Diagram Attachment 3 is reprinted in Amendment 1.

Q10: Please amplify Call Center support requirements and applications.

A: A House technical support call center is staffed 24x7. Contractor support for this function is the same as all other support requirements (7x24). Applications are IVR, CMS (in process of upgrade) and CTI (recently upgraded) which interfaces with Remedy Version 7.0.01 Patch 002.

End of Questions

U.S. House of Representatives
Voice Telecommunications Equipment, Maintenance, Services
RFP OPR08000034
Pre-Proposal Conference
10:00 AM – May 21, 2008 – Room 108 Ford HOB
REGISTRATION/ROSTER

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House Participants: Marcia Simpson, Gordon Beaudoin, Tim Wright from HIR Voice Branch; Jim Caskey, CAO Procurement.